



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Cleartel Telecommunications, Inc.
Now Telecommunications
for quarter ending September 30, 2008

| Performance Data | July | August | September | Quarterly Average |
|--|----------|----------|-----------|-------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 1.40 | 1.50 | 1.50 | 1.47 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 4.60 | 5.20 | 3.70 | 4.50 |
| C. Repair Office Answer Time [730.510(b)(1)] | 0.93 | 3.15 | 2.58 | 2.22 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 0.48 | 1.72 | 3.87 | 2.02 |
| E. Percent of Service Installations [730.540(a)] | 100.00% | 81.80% * | 100.00% | 94.20% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 0.00% * | 12.50% * | 8.30% * | 6.90% * |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 4.10 | 3.70 | 5.90 | 4.57 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 22.20% * | 25.00% * | 16.70% | 20.70% * |
| I. Percent of Installation Trouble Reports [730.545(f)] | 0.00% | 0.00% | 0.00% | 0.00% |
| J. Missed Repair Appointments [730.545(h)] | 2 | 0 | 3 | 2 |
| K. Missed Installation Appointments [730.540(d)] | 0 | 2 | 0 | 1 |

Comments

All line items with a blank field indicate that the data is unavailable.

Line F reflects time of ticket open to time of ticket closed and not time of issue resolved. Tickets are left open at times so Cleartel can collect data before closing them.



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